

ASI Monthly Report for November LACCoD meeting

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LA County Commission on Disabilities

ASI Monthly Report for the Meeting held on October 28, 2013

The meeting started off with the introduction of Diego Rodrigo October's recipient of the Employee of the Month. He works for CTI Transit, which covers ACCESS Services Southern Region. He participated in last summer's ACCESS Services Roadeo, which was held on the Pomona Fairgrounds last summer

Joseph Sticher, just retired from Access Services last month as the treasurer on the Access Board. Ms. Shelly Verrinder presented him with plaque, in recognition for his many years of service.

I got very interested with this month's Public Comment period, which came from a person that uses a Guide Dog to get around. He brought a complaint. Taxi Cabs used by Access Services have dividers, in the back seats which do not allow much room for people who bring animals with them, especially if it is a shared ride. Dogs are then forced to ride between the feet, of his or her owner, on the floor of the vehicle, which creates a cramped area for any service dog. This person pointed out that most floor boards of cars and Vans are hot which causes his dog to become very anxious and agitated which makes it harder to control the dog.

Eric Hack and Kurt Hagan discussed Access's Free Fare Program with a power point presentation which is probably available for us to see if we desire at some point. This program encourages the Access ridership to use other modes of transportation in conjunction with Access Services to enhance all forms of transportation without the worry of losing their Access Services eligibility.

Global Para-Transit, which covers the Southern Access Region asked and received a contractual funding raise because of their increased ridership during this year due to the aging population. This was on our consent calendar along with the purchase of up to 121 passenger vans.

September's figures are A. 239,575 Trips in September B. Average hold times to speak to a Reservation Agent was 89 seconds C. September eligible riders 143,000 and D. September's cost per trip was \$ 34.73.

A PERSONAL COMMENT (OBSERVATION)

Would it be possible for the Commission, to start a campaign, and to involve the car makers that have plants in the Los Angeles County area, to look at this issue, and add more insulation in the cabin areas of all newly built vehicles. This probably would cut down on the heat from the pavement of the street from entering newly built vehicles and would help in the reduction of gasoline consumption by not having to use air conditioners as much.

Over the last few months I have seen and heard some very interesting situations which I'd like to share with everyone and I hope Mr. Burns will add to these two issues during his report. I overheard the dispatcher talking to another driver apparently the driver arrived to pick someone up that had an oversized wheelchair. The driver was unable to load the person and wheelchair in her van because of others in the vehicle, as her sheet that she had did not indicate the oversize chair, where as the dispatchers notes revealed the oversized chair. When I reached my home, it was just getting interesting, they were discussing whether or not to mark it a NO SHOW or not.

The second issue involved someone we picked up at Good Samaritan MC and dropped him off 3 or 4 blocks away at his home. The street was all parked up, so he was let out between two parked cars. The ramp on the van reached to the curb, but at the end of the ramp the rider had to step down probably below street level onto compacted solid dirt. Then he took a small step to a large tree root, a guess, about 10 inches in diameter and lift his walker over the root and then climb over it and put walker up on the cracked sidewalk to reach his front steps. I also hope that we can address this issue when we have someone here from the Internal Services Department when they are here, I believe in January.